



TOWN OF HILTON HEAD ISLAND

REQUEST FOR PROPOSALS ENTERPRISE STORMWATER ASSET MANAGEMENT SOFTWARE RFP 2018-06

The Town of Hilton Head Island is soliciting sealed proposals from qualified vendors to provide the GIS based software to manage the Town's stormwater asset management processes. In particular, modules for service request management, work order management, asset/resource management, and dashboard reporting through ArcGIS Online are required.

Sealed proposals are due by **1:00 PM, March 12, 2018**. Three (3) hard copies of the response and a CD containing a digital version in PDF format shall be included. All proposals should be clearly marked "**RFP 2018-06 Enterprise Stormwater Asset Management Software**." Proposals must address all the issues reflected in the attached requirements document/questionnaire and the proposal price summary attachment to be considered responsive.

Sealed proposals should be hand carried or delivered by traceable means to the following address:

Town of Hilton Head Island
Attn: Jeff Netzinger, Assistant Town Engineer/Storm Water Manager
One Town Center Court
Hilton Head Island, SC 29928

The pricing data reflected in your proposal must be good through **December 31, 2018**.

The Town reserves the right to accept or reject any or all proposals received as a result of this request for proposals or to negotiate with all qualified offerors, or to cancel in part or in its entirety this request for proposals if it is in the Town's best interest to do so.

This solicitation does not commit the Town to award a contract or to pay for any costs incurred in the preparation of your proposal or to procure or contract for any goods or services.

Your proposal must be signed by an official of your company authorized to commit to and enter into a formal contract for goods and services.

The Town does not discriminate on the basis of race, color, national origin, sex, religion, age or disability in employment or in the provision of goods and services.

1.0 SPECIAL INSTRUCTIONS TO OFFERORS:

1.1 Purpose of RFP

This request solicits proposals to furnish the Town of Hilton Head Island, South Carolina, hereinafter referred to as “the Town”, with a stormwater asset management software system. Specifications and technical requirements of this software package can be found in Section 4.0 of this document.

It is the Town's intent to select the most qualified solution based on an evaluation of the proposals utilizing the following criteria:

30%	Total cost of software and implementation
20%	Ability of your software to meet the Town’s requirements
25%	Quality of work with referenced clients of similar size and scope
25%	Quality of staff proposed for this project and their experience on similar projects

1.2 Information about the Town of Hilton Head

The Town of Hilton Head Island is a barrier island on the Atlantic coast of South Carolina. The island is located about 30 miles from Savannah, Georgia and about 90 miles from Charleston, South Carolina. More information about the Town can be found on the website at www.hiltonheadislandsc.gov.

1.3 General Background Information

The Town of Hilton Head Island Stormwater Management Program strives to protect surrounding water bodies and enhance the natural resources by improving water quality through the promotion and implementation of effective stormwater management practices, regulation of land development, collaboration with regional jurisdictions, along with public education and outreach. The Stormwater Management Program is managed and developed by the Public Projects and Facilities Department.

1.4 Scope of the Proposed Project

This RFP addresses all of the operational requirements for a stormwater asset management software system. This RFP does not include the hardware or operating system software as that will be purchased separately under existing Town contracts. In your proposal you should provide your recommendation for the hardware necessary to operate your software that is in accordance with the network environment outlined in section 4.0 of this document.

2.0 ADMINISTRATIVE AND CONTRACTUAL INFORMATION

2.1 *Inquiries*

All inquiries for information regarding procurement procedures, selection criteria, proposal submission requirements, or other fiscal/administrative concerns shall be directed to:

John Troyer, Director of Finance
E-mail: johntr@hiltonheadislandsc.gov
Phone: (843) 341-4650

All inquiries for information regarding technical operating environment, hardware or other IT concerns shall be directed to:

John Tuttle, IT Director
E-mail: johnt@hiltonheadislandsc.gov
Phone: (843) 341-4793

2.2 *RFP Specifications*

This RFP is intended to describe the Town's requirements and provide a response format in sufficient detail to secure comparable proposals.

2.3 *Implied Requirements*

All products and services not specifically mentioned in this RFP, but which are necessary to provide the functional capabilities described by the vendor, must be included in the proposal.

2.4 *Vendor-Supplied Materials*

Any material submitted by a vendor shall become the property of the Town unless otherwise requested at the time of submission. Any material considered confidential in nature must be so marked.

2.5 *Vendor's Proposals*

Vendors must submit a sealed response to this RFP in writing. The vendor's proposal must follow the format provided in Section 4 of this document. Any proposals that do not follow the format outlined in this RFP will be deemed non-responsive. Each proposal must be submitted with one (1) original and four (4) copies.

2.6 *Economy of Preparation*

Proposals should be prepared simply and economically. They should provide a straight forward and concise description of the capabilities of the software proposed. Emphasis should be placed on clarity and content. All of the questions in the requirements sections of this RFP must be completed in their entirety. Any proposal that fails to respond to all the questions will be deemed non-responsive.

2.7 *Conditions of Agreement*

The Town desires to contract with a single vendor for all stormwater asset management software, software maintenance, installation, conversion, and support. The Town will select the proposal that in its opinion is best suited to meet the requirements of the Town. All evaluations will be reviewed utilizing the selection criteria published in this document.

The successful vendor will be expected to enter into contract negotiations with the Town that will result in a final firm fixed price for the software and all associated support. It is the Town's intent to use our standard contract agreement for this project.

2.8 *Response Date*

Sealed proposals to be considered must arrive at Town Hall on or before the date and time specified in this RFP.

Proposals not received by the Town by proposal closing time will be returned, after receipt, unopened to the vendor

3.0 RFP EVALUATION PROCESS

3.1 *Review of Proposals*

The review of submitted proposals will occur as soon as practical following date they are due. The review process will involve evaluating all proposals for completeness, conformity, clarity, and compliance to the RFP requirements. Proposals not meeting minimum requirements will be considered non-responsive and excluded from further consideration.

3.2 *Oral Presentation*

Vendors may be required to provide a product demonstration to the Town of Hilton Head Island Engineering staff and GIS staff. Such presentations, if required, should include a discussion of the business aspects of the proposal, as well as a product demonstration to show the ability of the solution to meet the requirements stated in the proposal. Vendors will be provided with advance notice of all presentations and product demonstrations (date and time).

3.3 *Vendor Selection*

After the completion of all oral presentations the selection committee will identify that offeror who received the highest score based on the weighted selection criteria. The selection team will forward a recommendation to the Town Manager outlining the final ranking of those vendors who participated in the interviews and recommend the vendor most qualified to provide a software solution for this project.

The successful offeror will be required to accept the terms and conditions of the Town's standard agreement for this project. A sample agreement is attached as **Appendix C**.

The content of this RFP and the successful vendor's proposal will become a part of the final contract documents. Any additional documentation required by the vendor should be included as part of the proposal for review by the Town.

4.0 REQUIREMENTS FOR THE PROPOSED ASSET MANAGEMENT SYSTEM

4.1 *Introduction*

The Town's critical requirements for a stormwater asset management software system are reflected in detail in the questions outlined in **Appendix A**. Vendors must address these critical requirements in order to be considered. Vendors may propose additional features and options to be considered but only after fulfilling the critical requirements.

4.2 *General Requirements*

The Town currently uses a Microsoft Access database and ESRI ArcGIS tools to manage the service request management and asset/inventory management. This software is unable to meet our changing requirements and therefore has been designated for replacement.

The Stormwater Asset Management System is expected to provide the following functions:

- Service Request Management
- Work Order Management
- Asset Inventory Management
- Preventative Maintenance
- Risk Management
- Asset Inspection Reports
- Workflow Management
- ESRI GIS Integration
- ArcGIS Online Reporting
- National Pollutant Discharge Elimination System (NPDES) Reporting
 - Illicit Discharge Detection and Elimination (IDDE)
 - Construction Inspection of Sediment & Erosion Control BMPs
 - Post-construction Inspection of Permanent Stormwater BMPs

4.3 *ESRI Integration*

The software must have integration with the following existing Town systems:

- ESRI Gold level business partner or higher
- Update work orders and service requests live (real time) on a map through ArcGIS Server or ArcGIS Online
- Integration with ArcGIS Online for dashboard reporting.

4.4 *Scope of Work*

The Town desires a turnkey-style proposal. The vendor is expected to include pricing

for the following tasks and deliverables:

- Install asset management software that meets the above requirements.
- Provide licenses, extensions, modules and install any needed web applications to meet the above requirements for listed users.
- Set up and Integrate software with systems listed above.
- Configure inspection forms and reports.
- Train staff and consultant on asset management system use.
- Provide technical support and software maintenance for 1 year (include annual maintenance fee for first 3 years).

4.5 *Hardware Requirements*

- Users will access the software from both Windows based workstations and IOS or Android mobile devices

4.6 *Vendor Information*

The proposal shall provide a brief description of their organization to include:

- Size of the organization
- ESRI Business Partner Level
- Number of clients currently using the proposed software
- Number of years in business providing similar applications
- Number of support personnel in the organization
- A client contact list containing the names and contact numbers of current users of the proposed package. Clients with a population of 25,000 – 50,000 and with similar configurations would be preferable.

4.7 *Vendor Implementation Team*

The proposal shall provide the following information specific to the implementation team:

- Names and Resumes of the vendor's personnel who will be responsible for the actual implementation of this software. Key personnel to include the project manager or team leader will be required to participate in the on site presentation of the software (if the vendor is selected for an on-site demonstration).
- An organizational chart of the project team including the name, role and office location of each team member

4.8 *Training*

Proposals must include all on-site training of end user and support personnel required for the implementation and use of the application and any proposed new systems software. Please describe the training that will be provided as part of the initial set-up as well as the per hour cost for training beyond the initial setup. Costs reflected for training shall include all travel and related expenses.

4.9 Cost Detail and Summary

The vendor must itemize all charges for software installation, on-site training, conversion, software customization, maintenance, licenses, application programs, and any other cost associated with the acquisition of the system. These detail costs can be submitted on the vendor's form but must be summarized on the Cost Proposal Worksheet (**Appendix B**) of this RFP.

4.10 Project Implementation

The vendor must provide a **detailed** project implementation plan describing customer responsibilities and vendor responsibilities. The **detailed** project plan must describe all tasks associated with the implementation of the system, including a **proposed** timetable.

4.11 Vendor Documents

The vendor must provide a sample software license agreement, maintenance agreement, warranty terms and license fee with proposal, however as indicated earlier in this document the Town will utilize its standard contract for this purchase

- **AND** -
- Provide Upgrade Procedures.
- Provide Support Requirements and typical Service Level Agreement Timelines.

4.12 Technical Environment

The Town will run the software in either a self-hosted server environment or a vendor (cloud based) hosted environment. The vendor must provide pricing options for both self-hosted and vendor (cloud based) hosted software environments.

4.13 User and Technical Documentation

The selected vendor will provide the Town with user and technical documents to include:

- A detailed user guide, both generic procedures and Town specific
- A detailed technical guide for administration

4.14 Requirements Questionnaire

Offerors must fill out the Key Requirements Questionnaire (**Appendix A**) and include it as part of their proposal. This questionnaire outlines the critical functions with the stormwater management process. Proposals will be evaluated based on the responses to this questionnaire and subsequent on site demonstrations for those proposals deemed best qualified. **Failure to completely fill out this document will render your proposal non-responsive and it will no longer be considered.**

Appendix A

Key Requirements Questionnaire

General Organizational Information	Response (indicate if additional information is attached)
What is the size of your organization?	
Where are you located?	
How long has your organization been in business?	
For how long has your organization been providing enterprise asset management services?	
Indicate your current ESRI Business Partner Level.	
Indicate the number of client organizations currently using the software.	
Indicate the number of clients with 25,000 – 50,000 in population.	
How is your organization set up to improve the efficiency of local government customers?	
Is a disaster recovery plan in place for your organization?	
Key Areas of <u>Required</u> Functionality	Response (indicate if additional information is attached)
GIS-Based Asset and Work Management (indicate as SUPPORTED or NON-SUPPORTED)	
Service Request Management (indicate as SUPPORTED or NON-SUPPORTED)	
Work Order Management (indicate as SUPPORTED or NON-SUPPORTED)	
Preventative Maintenance Program Management (indicate as SUPPORTED or NON-SUPPORTED)	

Asset Inventory Management (indicate as SUPPORTED or NON-SUPPORTED)	
ArcGIS Online Integration & Reporting (indicate as SUPPORTED or NON-SUPPORTED)	
National Pollutant Discharge Elimination System (NPDES) Reporting (indicate as SUPPORTED or NON-SUPPORTED)	
Technology and GIS Functionality	Response (indicate if additional information is attached)
Specify if proposing on-premises or cloud deployment model.	
If proposing on-premises deployment, indicate hardware requirements.	
If proposing on-premises deployment, does the solution support virtual server utilizing VMWare?	
List single sign-on technologies supported (e.g. MS Active Directory, LDAP, etc.).	
Describe the degree of integration with ESRI products.	
How does the solution integrate with ArcGIS Online?	
Will your system support integration with Public Stuff 311?	
Will your system support integration with Public Stuff CCTY?	
Please describe your customer support model.	
What documentation will be provided with the solution?	
Is your code developed completely in-house? If not, who writes your code and where are they located?	
Are new features included in the initial pricing or will they cost extra?	

What is your QA and beta process?	
What is the release cycle for updates and fixes?	
How many of your customers needed customizations to meet their requirements and what are the most common customizations?	
How often is maintenance performed? How are customers notified?	
What are your support SLAs for all tiers of service?	
How is user support offered?	
What was your average uptime during the past 12 months?	
Can you share your product documentation before we sign a contract?	
Can you set up a dedicated test instance before we sign a contract?	
Does the software track who and when system changes are made?	
What is your licensing model? Are there set limits to the amount of assets and/or the size and complexity of asset data?	
Can this documentation be augmented with Town of Hilton Head Island specific procedures? If there is additional cost to do so, please specify.	
Enterprise Stormwater Asset Management	Response (indicate if additional information is attached)
Does the system have the ability to create service requests both in an office environment and remotely?	
Does the system support associating service requests with work orders?	
Does the system include management tracking/reporting of stormwater service requests and work orders using dashboards?	

Does the system support the ability to conduct routine detailed inspection of stormwater inventory components?	
Does the system support the ability to recognize and identify high risk areas in the stormwater system?	
Does the system provide the ability to create a work orders from a service request?	
Does the system support the ability to assign work orders to a contractor outside of the Town of Hilton Head Island organization?	
Does the system support tracking and updating work order status of an outside contractor?	
Does the system provide the ability to track asset activities and history for unlimited years (e.g. repairs, replacement, maintenance, upgrades, retirement, abandon-in-place, etc.)?	
Does the system provide the ability to group assets within a category and area in GIS format to help schedule and coordinate preventive maintenance activities for the stormwater system?	
Does the system support association of visual and video (CCTV) inspections with assets?	
Does the system support integration of Public Stuff 311 software to create service requests?	
Preventive maintenance including scheduling proactive asset inventory reservations, procedure checklists or attachments, etc.	
Does the system provide the ability to allow for Citizen visibility of service request status and resolution?	
Does the system support escalation workflow approval processes for emergency and priority requests?	
Does the system support generating work orders without association with specific assets?	
Describe how your software solution meets and accommodates the requirements of the National Pollution Discharge Elimination System (NPDES).	

Appendix B

Cost Proposal Worksheet

A. Enterprise Asset Management System

- Basic System Price \$ _____
- Required Additional Components \$ _____
- Recommended “Extra” Components \$ _____
- **Total Price** \$ _____

B. System Implementation

- Basic Implementation \$ _____
- Data Migration \$ _____
- Required Upgrade(s) to our systems \$ _____
- Recommended Upgrades \$ _____
- **Total Price** \$ _____

C. Initial Training

- IT/Technical Staff \$ _____
- Operational Staff (end users) \$ _____
- **Total Price** \$ _____

TOTAL BASE PRICE (Sum of Items A, B, & C) \$ _____

D. Annual Maintenance and Support Price (per year) \$ _____

Appendix C

Sample Agreement

STATE OF SOUTH CAROLINA)
)
COUNTY OF BEAUFORT)

SAMPLE AGREEMENT

THIS AGREEMENT is made this <<Date>> between <<Company Name>> (hereinafter called "Contractor") and the Town of Hilton Head Island (hereinafter called "Town"), a municipal corporation organized and existing under the laws of the State of South Carolina.

WHEREAS, the Town has a requirement to <<list service or supply>>;

WHEREAS, the Town and the Contractor desire to enter into an Agreement wherein the Contractor shall provide such services as set forth herein below.

NOW, THEREFORE, for and in consideration of the mutual promises, undertakings and covenants set forth herein, the receipt and sufficiency of which is acknowledged and affirmed by the Town and the Contractor, the parties hereto agree as follows:

1. The Contractor shall <<list task or services to be provided>>.
2. The total cost of this contract shall not exceed <<List total cost>>.
3. The term of this Agreement shall be from the date of execution to <<date>>.
4. The contractor is required to maintain appropriate levels of insurance for both workers compensation coverage and for auto liability. The Contractor is required to maintain One Million dollars of general liability insurance. The contractor must provide the Town with a Certificate of Workers Compensation and general liability coverage that names the Town as an additional insured. The contractor is required to immediately contact the Town should any change to these policies occur during the course of the performance of this contract. Failure to maintain these policies is grounds for termination.
5. The Town Manager may terminate this contract in whole or in part at any time for the convenience of the Town. If the contract is terminated for the convenience, the Town will pay the contractor for costs incurred to that date of termination.
6. Should any part of this Agreement be rendered void, invalid, or unenforceable by any court of law, such a determination shall not render void, invalid, or unenforceable any other part of this Agreement.
7. This Agreement has been made and entered into in the State of South Carolina, and the laws of South Carolina shall govern the validity and interpretation of this Agreement in the performance due hereunder.

8. This Agreement may not be modified unless such modification is in writing and signed by both parties.
9. The Contractor may not assign this contract without the prior written approval of the Town.
10. The Contractor shall defend, indemnify, and hold harmless the Town, its officers, directors, agents, and employees from and against any and all actions, costs, claims, losses, expenses, and/or damages, including attorney's fees, whether incurred prior to the institution of litigation, during litigation, or on appeal arising out of or resulting from the conduct of any activity hereby authorized or the performance of any requirement imposed pursuant by this Agreement, however caused or occasioned, unless caused by the willful misconduct or gross negligence of the Town.
11. The parties hereto intend that no master/servant, employer/employee, or principal/agent relationship will be created by this Agreement. Nothing contained herein creates any relationship between the Town and the Contractor other than that which is expressly stated herein. The Town is interested only in the results to be achieved under this Agreement, and the conduct and control of the agents and employees of the Contractor and the methods utilized by the Contractor in fulfilling its obligations hereunder shall lie solely and exclusively with the Contractor and its agents and employees shall not be considered agents or employees of the Town for any purpose. No person employed by the Contractor shall have any benefits, status, or right of employment with the Town.
12. The Contractor, by signing this Contract, hereby certifies that Contractor shall comply with all applicable requirements of the South Carolina Illegal Immigration Reform Act, S.C. Code Ann. §41-8-10 (2007) et seq., (the "Act"), and that Contractor covenants and agrees as follows:

12.1. Contractor shall not knowingly or intentionally employ any unauthorized alien and, unless excluded from coverage of the "Act", shall verify the work authorization of newly hired employees performing work under the contract by either:

(a) registering and participating in the Federal Work Authorization Program (E-verify) and verifying the work authorization of every new hired employee within five (5) business days after employing employee; or

(b) employing only workers who, at the time of said employment:

1. possess a valid South Carolina driver's license or identification card; or
2. are eligible to obtain a South Carolina driver's license or identification card by providing proof of name, social security number and date and place of birth; or
3. possess a valid driver's license or identification card from another state deemed by the Executive Director Department of Motor Vehicles to have requirements at least as strict as those in South Carolina.

Contractor may choose either option 12.1 (a) or option 12.1 (b) but acknowledges that

Contractor cannot use both.

12.2. Contractor agrees to provide to the Town all documentation requested by it to establish either:

(a) the applicability of the South Carolina Illegal Immigration Reform Act to Contractor; or

(b) compliance with the South Carolina Illegal Immigration Reform Act by Contractor.

12.3. Contractor agrees to include in any contracts with its sub-contractors language requiring its sub-contractors to:

(a) comply with the applicable requirements of Title 8, Chapter 14 of the South Carolina Code of Laws; and

(b) include in their contracts with the sub-subcontractors language requiring the sub-subcontractors to comply with the applicable requirements of Title 8, Chapter 14 of the South Carolina Code of Laws.

12.4. Contractor acknowledges and agrees that it shall comply with requirements of the Immigration Reform and Control Act of 1986 including the non-discrimination provisions thereof, and shall complete all required I-9 documentation for all workers employed by it.

12.5. Contractor certifies it shall comply with all state, federal, and local laws, rules, regulations and orders applicable to it in performance of work under the contract.

IN WITNESS WHEREOF, the parties hereto have affixed their signatures hereto the date first written hereinabove.

WITNESSES:

<< CONTRACTOR'S FULL NAME>>

By: _____

Its: _____

WITNESSES:

TOWN OF HILTON HEAD ISLAND

By: _____

Scott Liggett, P.E.

Its: Director of Public Projects and Facilities
/ Chief Engineer